

Bay Area Turning Point, Inc.

<b>Job Title:</b> Shelter Manager A	<b>FLSA Status:</b> Exempt
<b>Department:</b> Client Services Program	<b>Reports to:</b> Shelter Director
<b>Effective Date:</b>	<b>Pay Rate:</b> \$50,000-52,000 year \$24.04 - \$25.00 hour

**Position Overview:**

The Shelter Manager oversees the shelter’s daily operations, special projects/activities, service delivery and documentation, program staff, and volunteers for the shelter facility and food services program.

**HOURS Sunday, Monday, Tuesday, and Wednesday (12 PM – 10 PM) 40 hours weekly minimum** or as necessary to achieve program objectives, tasks, activities, and responsibilities and to effectively document outcome measures and variations. Have the flexibility to work both business and untraditional hours to meet the needs of the program.

**Essential Duties and Responsibilities:**

- Provide supervision and support to the shelter operations team, 6 Resident Advocates, 2 Childcare Providers and a Cook to ensure continuity of care for residential clients and 24-hour coverage for the facility.
- Oversee the safety, security, and general welfare of adults and children utilizing the shelter facility.
- Oversee cleanliness and sanitation of the shelter facility to ensure all inspections, fire codes, and health codes are followed by clients, staff, and volunteers.
- Provide supervision, support, and structure for the childcare program to include safety. Hands-on assistance in childcare to provide adequate care for the children.
- Provide guidance to the childcare providers with concerns that may be faced in the childcare program, i.e., interpersonal behaviors with children and engagements with parents and volunteers.
- Ensure that all agency/program policies and procedures are followed during all childcare/children’s services activities. Develop and make recommendations for childcare procedures as needed.
- Maintain the weekly schedule for childcare utilizing the curriculum for activities.
- Coordinate monthly field trips for the children in childcare, including reservation of an agency vehicle for transportation.
- Oversight of menu planning and food ordering to ensure three meals and three snacks are provided daily.
- Maintain knowledge of overall agency objectives, activities, and client assistance resources.
- Adhere to and assist with managing the shelter services program’s annual budget.
- Serve as the Manager On-call, on a monthly rotation schedule, for both Non-Residential and Residential programs, helping the client services team.
- Consult the supervisor regarding any critical situations within the department.
- Serve in the appropriate step in the dispute resolution process for staff, volunteers, and clients.
- Assist with providing shelter and hotline coverage.
- Serve as the Volunteer Supervisor, providing training and engaging volunteers.
- Other duties as assigned.

**Qualifications:**

- Minimum of 3 years of prior administrative/program experience
- Minimum of 2 years prior experience in management

**Education and Other Requirements:**

- Minimum of a 4-year degree in Social Work, Sociology, Psychology, Human Resources, or comparable experience.
- Must pass a criminal background check, motor vehicle report, and reference checks.
- Must have a clean driving record/ have automobile insurance coverage and is insurable and have at least three years of verifiable driving experience.
- Ability to lift/carry/move a minimum of 40 lbs. for an extended distance.

**Job-Specific Competencies:**

- Management of staff and volunteers, including scheduling, on-the-job training, professional growth, and employee documentation.
- Ability to demonstrate leadership, communication, and problem-solving skills that encourage and empower residents to seek remedies for positive changes.
- Ability to demonstrate critical thinking skills to assist staff with in-the-moment issues.
- Sensitivity regarding the issues of family violence and sexual assault and the ability to remain calm in crises.
- Understand residential programs and the dynamics of communal living.

I have read and understand the essential job functions that have been outlined in the above job description for Bay Area Turning Point, Inc.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor’s Signature

\_\_\_\_\_  
Date

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the organization’s ongoing needs.